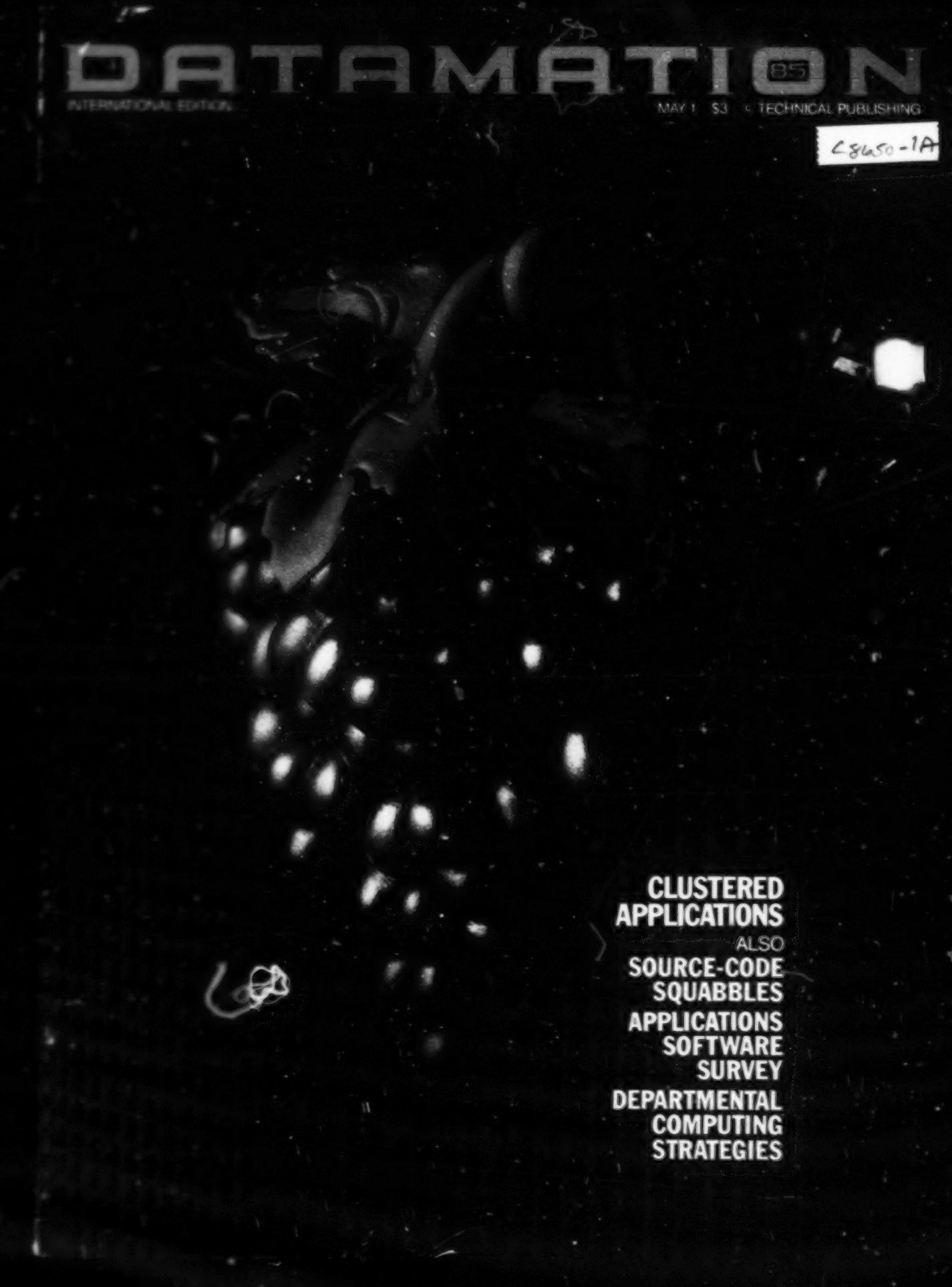
DATAMATION 85
INTERNATIONAL EDITION
MAY 1 $3 TECHNICAL PUBLISHING

C8650-1A



CLUSTERED APPLICATIONS

ALSO

SOURCE-CODE SQUABBLES

APPLICATIONS SOFTWARE SURVEY

DEPARTMENTAL COMPUTING STRATEGIES

DATAMATION

MAY 1, 1985/$3 U.S.
VOLUME 31 NUMBER 9
This issue, 192,140 copies

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No matter how you slice it, users give good grades to their vendors and packages.

THE APPLICATIONS SOFTWARE SURVEY

by Data Decisions

Application software packages are good and getting better, but all of them need a bit of tailoring from user to user. It's almost become a rule of thumb that 85% of the content of a good package can be used right away and the rest has to be modified to fit a particular situation, according to 50 dp managers contacted by DATAMATION as part of the Annual Applications Software Survey done in conjunction with the computer consulting and analysis firm, Data Decisions, Cherry Hill, N.J.

Whether the modification is done by the customer or by the vendor, and how extensively the modifications have been specified and how easily they can be implemented, become the key factors in whether a customer thinks he or she has a good or a poor product, and therefore color the responses in the poll. Other factors—such as whether the vendor promised more than could be delivered or whether the customer thinks the software is of good value—are becoming less significant, according to the 4,020 users who were asked to rate business mainframe and minicomputer applications packages. Only 6% of the respondents said they received "poor" value and only 3% said their packages didn't meet the vendors' promises. When it came to rating vendor-supplied services like responsiveness, training, and documentation, the level of satisfaction declined.

Asked to rate vendor services on an ascending scale of one to 10, the score averaged 5.9. That compared with a rating of 6.5 in terms of overall satisfaction with the average package. Keep in mind that the "average" blends the results of a wide variety of packages together. Even the averages within one product category are not absolute, because of differences in the products (see "What the Charts Say and Don't Say," p. 126).

Just as there are no perfect 10s in real life, so is it in software. The highest-scoring product, an account reconciliation package developed by Disc Inc., Baltimore, received a 7.8. A total of 97 packages developed by 50 vendors were rated. Because of space limitations and the limited number of responses to some of the less widely used vertical market applications, only the ratings charts for 53 general accounting, payroll/personnel, and business management and forecasting packages are included here (see "Methodology," p. 120 for more information).

The relatively low score for vendor services may be attributable to that 15% content in general purpose packages that users say must be tailored to fit their unique environments and the heavy demands that such tailoring places on vendors' support capabilities. As more end-user departments begin to acquire software packages without going through the data processing department, inexperienced users may be expecting more from the vendor than the maintenance fees—usually 8% to 15% of the license price—justify, although many data processing managers try to curtail such action by giving users more access to the products while keeping the maintenance of the packages within their domain. More than a third, 38%, taking part in the study were end users who access their applications directly, while only 14% said their access was controlled by data processing.

This is a rapidly accelerating trend. "While only a few years ago we had 100 people in the dp department doing data entry, it's now down to 25 and our goal is zero," says Hal Danowitz, information systems manager with the City of Los Angeles. He adds, though, that while end users have access to the applications, data processing will retain responsibility for maintenance and data security.

Companies are structuring their planning to encourage such delineation of responsibility. Pennwalt Pharmaceuticals, Rochester, N.Y., brought together a committee representing 10 levels of user interests when it decided to go outside to acquire an MRP package. The evaluation procedure lasted 18 months. "By that time, we knew clearly what should be specified to the vendor and where responsibilities started and ended," says William R. Brown, the company's dp director. "And dp only had a one-tenth say in the matter."

Too many users tend to select packages simply because they look good, contends Arnold Adams, corporate director of dp at Charles T. Main Inc., Boston. "In doing it this way, they aren't specifying what they're looking for in a product. A well-thought-out specification definition is essential in selecting such software," says Adams.

This is especially the case in selecting business management and forecasting packages, those most often accessed directly. In this study, 54% of the users were found to have direct access to them, reflecting a growing demand by management personnel for end user-oriented decision support software to help with planning, profit estimating, and expense control.

CONCERNS OF THE BUYERS

What determines a customer's overall satisfaction? In this study the respondents were asked to rate their software according to four concerns—performance, operations, I/O functionality, and vendor support. Their performance rating is a composite based on factors like efficiency of hardware utilization, ease of use, level of program errors, and the amount of time necessary to install the system.

Business management and forecasting packages received the highest rating for both performance (6.5) and vendor support (6.3). The average rating in all the groups was 6.1 for performance and 5.9 for vendor support. Older packages, such as personnel software with a 5.8 rating, scored lowest for vendor support, but scored highest for performance with a rating of 6.6. Performance ratings were based on features such as recovery/backup facilities, security provi-

ILLUSTRATION BY JULIAN GRADDON

"Vendors don't lie anymore because the packages are too widely used."

sions, ability to handle expanded processing volumes, and compatibility with other software.

The average rating for I/O operations was 6.0. Users were asked to judge data entry provisions, prescribed output formats and procedures, and how quickly and easily format changes could be made.

Many data processing professionals who were asked to comment on the results of this study said applications software is getting better because so many of the people writing it used to work in the user community and are keenly aware of the productivity requirements. That might explain why an impressive 53% of the respondents said they'd received "good" value, and 36% said they'd actually received "excellent" value. Only 6% felt they had received "poor" value.

A package was judged to be excellent if it provided good or excellent capabilities at or below competitive prices. Good value meant that it provided good or excellent features at slightly higher than competitive prices or that if it indeed had minor shortcomings, its price still was lower than its competitors'. A package would be considered a poor value by the respondents if its price was either significantly higher than competitive packages or if it lacked important capabilities but was priced comparable to or higher than competitors.

NO MORE FALSE PROMISES

With very few exceptions, customers are getting what they order; salesmen with false promises have been weeded out of the industry. "Vendors don't lie anymore because the packages are too widely used," explains Arnold Zweig, manager of technical services at the forest products firm, Crown Zellerbach, San Francisco.

"We may be increasing in numbers, but we're still a closely knit community, and we ask each other about salesmen's unfilled promises," adds Adams of Charles T. Main.

Asked in this study whether vendors kept their promises, 85% said they did and 65% even said their acquisitions met or exceeded vendor promises in all categories, including performance, speed, efficiency, and installation time. Again, the greatest satisfaction was shown for business management and forecasting packages, where 72% said vendor promises were met or exceeded.

Commenting on the 3% who said their acquisitions didn't meet any of the vendor's promises, Joseph M. Yaeger, director of data processing at the Cook County Bureau of Administration in Chicago, wonders if many of these disappointments weren't self-inflicted by vague specifications. "It's not that easy to change your system to do what the package does."

While nearly all of the 4,020 respondents use more than one kind of vendor support, the most popular was the telephone hot line, followed by mail, on-site support, and on-line lookup. On an ascending satisfaction scale of one to 10, on-site support was rated the highest with an average of 6.6, followed by telephone hot line, 6.2; on-line support, 5.8; and mail support, 5.6.

Data Decisions detected a growing need, especially among owners of business management and forecasting products, to keep abreast of new packages. One in six users, or 17%, reported they have evaluated competitive products since first buying a package but few (one in seven) were actively seeking replacement packages.

The proliferation of software packages and enhancements to them, and the growing participation by end users in their selection, have spurred many data processing organizations—certainly the larger ones—to set up formal mechanisms to review new software offerings. "You don't fall into good software by accident," ob-

METHODOLOGY

The 1985 Data Decisions Applications Software Survey is made up of application software packages sold by independent software developers cited by International Computer Programs, Indianapolis, as having generated $5 million in sales as of the publication date of its directory last year. To obtain a reasonable-sized sample, the 115 vendors whose products qualified for inclusion in the directory were asked to submit a list of 125 of their most recent customers, or their entire customer file when fewer than 125 customers used the package. They were asked not to contact these customers with regard to the survey and respondents also were asked whether they were contacted by the vendor.

Each vendor received a registered letter and two follow-up phone calls. Altogether, those who cooperated provided lists for 92 different packages, although the number was later reduced to 83 when nine packages contained fewer than 29 customer names. In addition, the names of users of 16 of the most widely used packages from vendors who didn't cooperate were obtained from the directory of Computer Intelligence, La Jolla, Calif. That increased the total number of packages surveyed to 99.

In late August, 7,782 questionnaires were mailed and 3,931 were returned for a net response of 51%. To provide a minimum response rate of 40% and a minimum user base of 15 for each package, 89 telephone interviews were conducted, bringing the total number of responses to 4,020. This figure included 536 respondents who indicated that the package was not currently being used at their installation. For the purposes of this printed excerpt from the survey, only packages with 25 or more respondents were included.

The survey was designed by Data Decisions and conducted by Beta Research Corp., Syosset, N.Y.

AVERAGE TOLERANCES FOR 68% CONFIDENCE LEVEL

	Overall Satisfaction			Specific Attribute Ratings			
Sample Size	6.9 or Under	7.0	8.0 or Higher	5.9 or Under	6.0	7.0	8.0 or Higher
60 or more	.25	.20	.15	.35	.30	.25	.20
50–59	.25	.25	.20	.35	.30	.30	.25
40–49	.30	.25	.20	.35	.30	.30	.25
30–35	.30	.30	.25	.35	.35	.35	.35
15–29	.40	.40	.35	.50	.50	.45	.40

As in all sample surveys, the numbers reported are estimates within a range of what would have been obtained if the entire universe had been queried. The margins of sampling variation, or tolerances, for both the overall ratings and for ratings of specific attributes are given above. These tolerances range from .25 to .5. This means that the chances are approximately 2 in 3 that a reported rating differs by no more than the indicated tolerance from the rating that would have been obtained if all eligible sites had been surveyed. For example, if a sample of 30 sites gives a package an overall satisfaction rating of 7.0, the table indicates a tolerance of 0.30 on this estimate. Thus, the chances are 2 in 3 that the interval 6.70–7.30 includes the rating that would have been obtained if all eligible sites had been surveyed.

Frequently there's a pattern to the ratings—all of a company's products perform at about the same level.

serves Tom Murray, director of information system development at the Del Monte Corp., San Francisco. At that company, a group consisting of data processing staff and end users constantly probes all sources of new product information, such as publications, catalogs, and vendor seminars, and then issues competitive evaluations on the products, he says.

Among the respondents seeking alternative packages, 40% were doing so because the installed system didn't meet their current needs. Another 33% listed other reasons like changing computer vendors, 20%; upgrading to an incompatible product by the same vendor, 13%; general dissatisfaction, 20%; or dissatisfaction with execution speed, 13%. A small group, 13%, thought that the cost of upgrading their existing system was too high and thus were opting for a replacement.

Four major factors on which customers base their buying decisions include features and capabilities, cited by 81%; productivity and ease of use, 52%; vendor's reputation, 47%; and compatibility, 36%. Among the least important factors were experience with other packages from the same vendor, 19%, and advice from consultants or third parties, 14%.

In making those decisions, 71% had evaluated other packages, either from their computer hardware vendor, 19%, or from independent software suppliers, 66%. In evaluating independents' products, an average of 3.7 packages were studied.

OLDER PRODUCTS PREFERRED

The study also turned up a preference among many users for older products that worked, rather than for packages that incorporated the latest features. Even though the average package surveyed had been in use for 40 months, about one out of three respondents said they weren't using the latest version of a product. But 59% said they were; 5% weren't sure.

Those who weren't using the latest versions might agree with the comment by Michael Bilotti, vice president of management information systems with the retail chain Zayre Corp., Framingham, Mass. "If a package is filling a need, why look for something else?" he asks.

Frequently a vendor tailors a version of an application package to a specific user environment. As long as it performs to specifications, why should the user spend the time and money to customize a more current version, especially one that solves problems not encountered or provides enhancements not needed at the installation?

An exception to this trend were the users of business management and forecasting packages. Seventy-six percent of these users were running with the latest version.

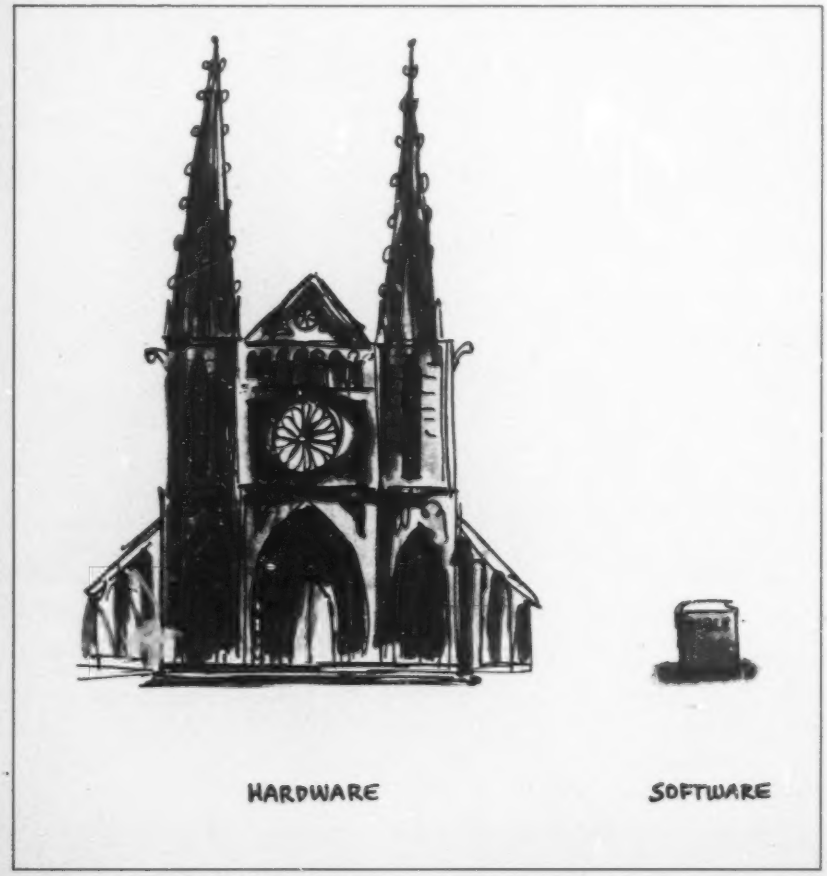
Seventy percent of the respondents said they run their programs under IBM operating systems, 67% on IBM machines and the rest on systems from Amdahl or National Advanced Systems. Digital Equipment Corp. machines were a distant second with 6% of the user base, followed by Hewlett-Packard with 4%, Wang with 3%, and a group of other vendors (Burroughs, Honeywell, Sperry, Texas Instruments, and Prime) each averaging 1% or slightly more.

Many of the packages that were rated in this study are products of long-established software developers, such as Management Science America Inc., Applied Data Research Inc., UCCEL (formerly Wyly Corp.), McCormack & Dodge, and Software International, companies whose annual revenues last year ranged from $30 million all the way up to more than $100 million.

In some cases, however, customers are giving good marks to newer offerings. Among these are four general accounting packages from Walker Interactive Products, San Francisco, whose general ledger package, II/GL (for Integrated Interactive), scored comfortably higher than the average rating for these products, though the fact that the packages received ratings from fewer than 25 respondents should be noted. The other three are packages for materials management, accounts payable, and purchase orders.

Customers show an increasing interest in using integrated products like those offered by Walker because they handle accounting functions more rapidly than products that merely interface to each other. In an integrated package, a change mode on one module of an accounting package causes necessary changes to be made simultaneously in other modules. This integrated approach, however, means that some products are not directly comparable to others in a particular category.

Some patterns can be detected in the general quality of vendor offerings. Eight of 10 packages from MSA scored above average, including its Human Resource System



CARTOON BY HENRY MARTIN

Companies are structuring their planning to encourage delineation of responsibility.

and Payroll Accounting packages, which were rated number one in the category of payroll/personnel with the high score of 7.4 each.

While Software International's general ledger and financial reporting package was tied for second place with MSA in the general accounting packages category, three others of its packages—accounts receivable, fixed asset accounting, and payroll/personnel—were ranked below 5 on the 1-to-10 scale. Its accounts payable did a little better, getting a 6.4 rating, just under the 6.5 average in the general accounting group of packages.

A summary of ratings received by 53 applications packages and bar charts showing how some of them performed against the average rating for a given group follows. An asterisk after a product indicates it was rated by fewer than 25 users and thus isn't represented by a corresponding bar chart in this excerpt, though its ratings are available from Data Decisions.

Ratings Summary

GENERAL ACCOUNTING—
32 packages studied.

7.8—Disc Inc. DISC ARP
7.7—MSA General Ledger; Software International G/L & Financial Reporting; Timberline Systems MAC
7.6—McCormack & Dodge G/L Plus
7.4—Data Design Fixed Asset Accounting
7.3—MSA ALLTAX
7.2—McCormack & Dodge Fixed Assets Plus
7.1—MSA A/P & Purchasing; MSA A/R; MSA Fixed Assets
7.0—McCormack & Dodge A/P Plus
6.9—Walker II/GL*
6.7—Data Design A/P Purchase Control; Information Associates Financial Accounting
6.6—Consco Consolidation System; UCCEL FCS/FCO*
6.5—**Group Average**; Global Software G/L & Financial Reporting; Information Systems of America ISA/Accounting, Budget & Cost
6.4—Compro G/L System*; Software International A/P
6.3—Transcom TOLAS
6.1—Compro A/P System*; Global Software Accoun s Payable*
6.0—Compro Fixed Assets*; MSA (formerly Computeris.ics) CUSTOMAR*; Walker II/MM*
5.9—UCCEL CARMS*
5.3—Walker II/AP*
4.7—Software International A/R; Walker II/PO*
4.2—Software International Fixed Asset Accounting

PAYROLL/PERSONNEL—
11 packages studied.

7.4—MSA Human Resource System, MSA Payroll Accounting
7.1—Cyborg Systems Payroll/Personnel
7.0—Genesys Software Payroll Accounting
6.9—Integral Systems Payroll/Personnel
6.8—MSA Personnel Management Reporting
6.6—**Group Average**; Gensys Personnel Management
6.5—Information Science Human Resource System
6.4—McCormack & Dodge Human Resource Plus
5.8—Information Associates Payroll Accounting
4.7—Software International Payroll/Personnel

BUSINESS MANAGEMENT & FORECASTING—
10 packages studied.

7.7—Cognos POWERHOUSE; SPSS Inc. SPSS Batch System
7.0—Execucom Corp. IFPS
6.9—Computer Associates AUTOTAB II*
6.7—**Group Average**
6.6—EPS Consultants FCS-EPS; MSA Forecasting & Modeling*
6.3—AGS Management PAC System
6.2—Applied Data Research ADR/EMPIRE; Compro FORESIGHT
6.1—Xerox Corp. Business Management System

WHAT THE CHARTS SAY AND DON'T SAY

There is no such thing as a summa cum laude in software ratings. These results should not be taken as gospel. Because only the best-selling products were rated, the packages in this survey by no means represent a broad cross section of products and users, and it's even possible that the best product on the market may be absent. In particular, products introduced last year were omitted because they were new and didn't have high enough sales figures to be included in the directory used as the foundation of the survey. Or, the hot package everyone talks about at Data Processing Managers Association meetings is only now being shipped in large quantities, and there weren't enough users to poll for a statistically valid rating.

Furthermore, to avoid many of the sins of omission as well as the sins of commission, this year's survey excerpt does not include vertical market packages such as banking, manufacturing, and other sectors. In some cases there were too few respondents or too few packages represented in a given category to get what DATAMATION considers a meaningful picture of real world experience; in other cases Data Decisions was not able to obtain a suitable number of users to question.

What the bar charts do indicate is a summary of the user ratings for 53 packages covering applications for general accounting, payroll/personnel, and business management and forecasting. Included are those packages that received ratings from 25 or more users.

Each chart shows the numb of users reporting on the package, the percentage that judged the package and its vendor support to be outstanding; the percentage seeking to replace the package; and the percentage citing unsatisfactory performance as the reason for replacement. Next to each bar that shows the product's rating, in color, is a bar that shows the average rating for that group, in black. Bar charts that break out the ratings by their individual components are available for all 97 products in the full Data Decisions report on which the findings in this summary are based.

One factor to consider when reviewing these results is that there are no absolute evaluation standards that are relevant to all users and installations. Many of these packages are multipurpose tools but are categorized by their primary function. Since one man's DBMS may be another's program generator, the unavoidably subjective nature of the categorization precludes any definitive declaration of "best in its class." In some cases a product's function only partially resembles others in its "category."

Given these caveats, then, the reader should consider the results of this study as, at best, a useful first step in the product evaluation process. While the findings may reflect certain trends, they don't tell the whole story.

—Tom McCusker

This survey is based on a forthcoming report in Data Decisions' *Software*, a monthly updated information service covering systems and applications software for mainframes and minicomputers. To order the full report, or for additional information on Data Decisions' subscription services and custom consulting capabilities, contact Data Decisions, 20 Brace Rd., Cherry Hill, NJ 08034. The telephone number is (609) 429-7100.

Ratings Values

10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

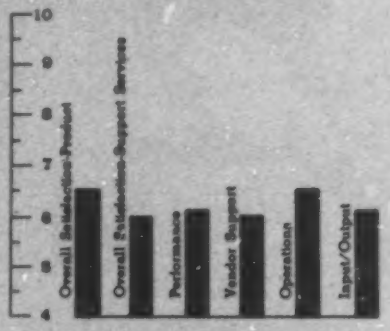
Legend

Specific Product Rating
Group Average Rating

☐ GENERAL ACCOUNTING

Group Average • 32 packages

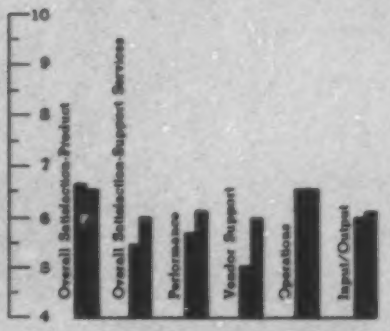
1199 responses • 15% judged package and 12% judged vendor outstanding • 144 actively seeking to replace package, with 36 citing unsatisfactory performance as reason.



CONSOLIDATION SYSTEM

• Consco Enterprises, Inc., 400 Corporate Court, South Plainfield, NJ 07080 • 201-561-2111

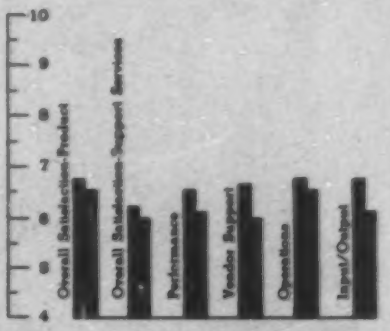
30 responses • 13% judged package and 7% judged vendor outstanding • 5 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



ACCOUNTS PAYABLE

• Data Design Associates, Inc., 1250 Oakmead Parkway, Suite 310, Sunnyvale, CA 94086 • 408-730-0100

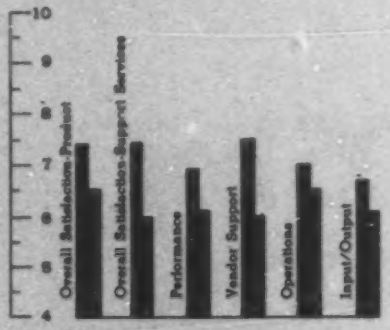
49 responses • 12% judged package and 6% judged vendor outstanding • 8 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



FIXED ASSET ACCOUNTING

• Data Design Associates, Inc., 1250 Oakmead Parkway, Suite 310, Sunnyvale, CA 94086 • 408-730-0100

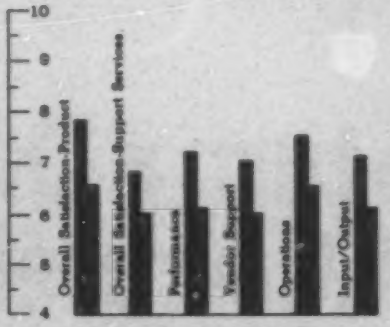
83 responses • 25% judged package and 34% judged vendor outstanding • 2 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



DISC ACCOUNT RECONCILIATION

• Disc, Inc., 3837 Naylors Lane, Baltimore, MD 21208 • 301-486-0410

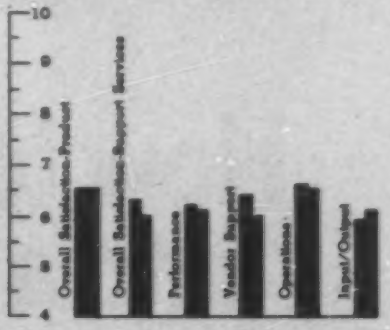
43 responses • 30% judged package and 16% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



GENERAL LEDGER & FINANCIAL REPORTING

• Global Software, Inc., 1009 Spring Forest Road, Raleigh, NC 27609 • 919-878-0710

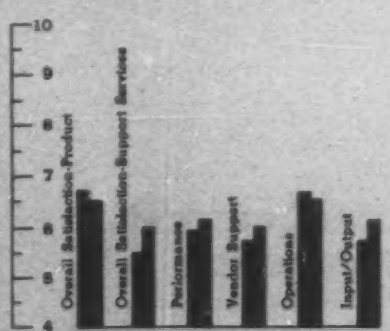
44 responses • 5% judged package and 7% judged vendor outstanding • 8 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



FINANCIAL ACCOUNTING

• Information Associates, Inc., 3000 Ridge Road, East, Rochester, NY 14622 • 716-467-7740

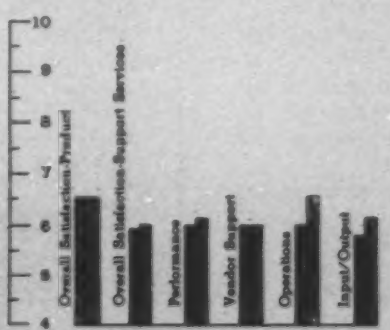
28 responses • 11% judged package and 7% judged vendor outstanding • 5 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



ISA/ACCOUNTING, BUDGET & COST

• Information Systems of America, 500 Northridge Road, Atlanta, GA 30338 • 404-587-6800

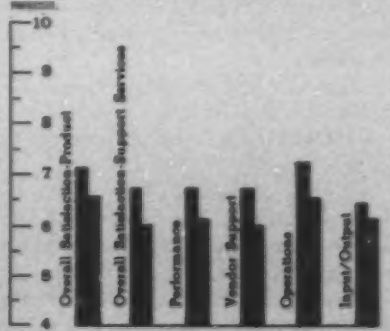
46 responses • 7% judged package and 0% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



ACCOUNTS PAYABLE & PURCHASE ORDER

• Management Science America, Inc. (MSA), 3445 Peachtree Road, N.E., Atlanta, GA 30326 • 404-262-2376

84 responses • 19% judged package and 17% judged vendor outstanding • 6 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



Ratings Values

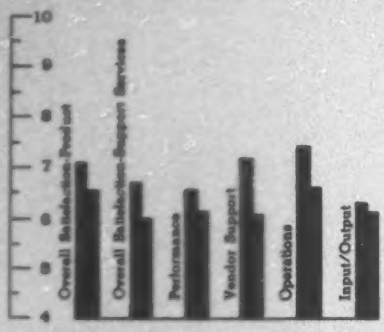
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

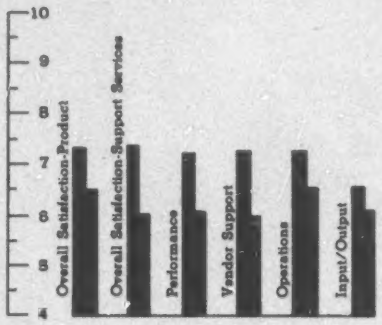
ACCOUNTS RECEIVABLE • Management Science America, Inc. (MSA), 3445 Peachtree Road, N.E., Atlanta, GA 30326 • 404-262-2376

80 responses • 18% judged package and 20% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



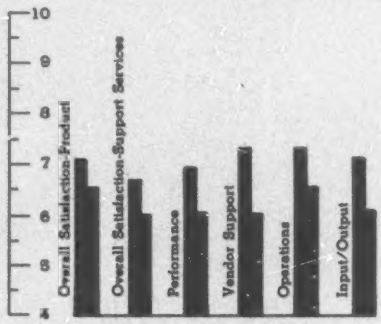
ALLTAX • Management Science America, Inc. (MSA), 3445 Peachtree Road, N.E., Atlanta, GA 30326 • 404-262-2376

47 responses • 17% judged package and 21% judged vendor outstanding • 10 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



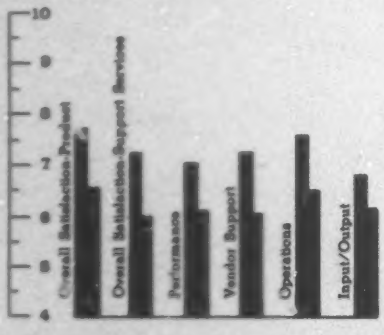
FIXED ASSETS • Management Science America, Inc. (MSA), 3445 Peachtree Road, N.E., Atlanta, GA 30326 • 404-262-2376

61 responses • 16% judged package and 13% judged vendor outstanding • 3 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



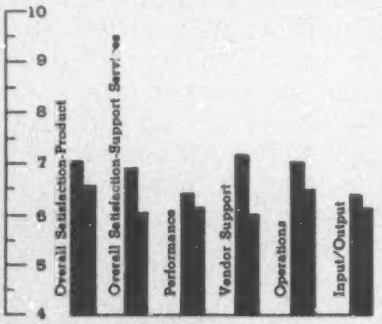
GENERAL LEDGER • Management Science America, Inc. (MSA), 3445 Peachtree Road, N.E., Atlanta, GA 30326 • 404-262-2376

82 responses • 26% judged package and 23% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



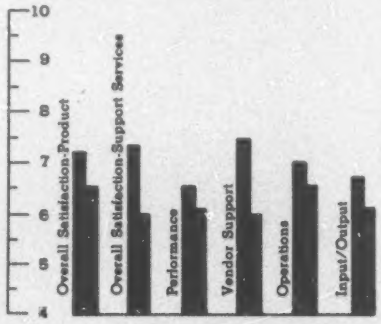
ACCOUNTS PAYABLE PLUS • McCormack & Dodge, 1225 Worcester Road, Natick, MA 01760 • 617-651-1010

86 responses • 21% judged package and 21% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



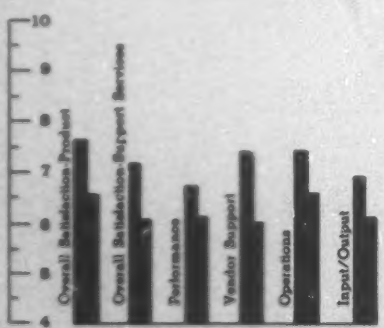
FIXED ASSETS PLUS • McCormack & Dodge, 1225 Worcester Road, Natick, MA 01760 • 617-651-1010

58 responses • 17% judged package and 24% judged vendor outstanding • 4 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



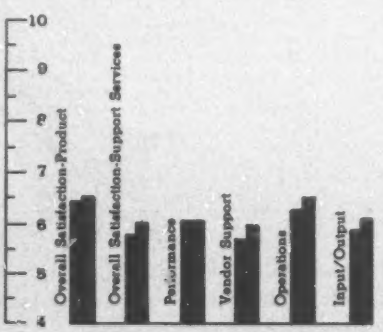
GENERAL LEDGER PLUS • McCormack & Dodge, 1225 Worcester Road, Natick, MA 01760 • 617-651-1010

62 responses • 29% judged package and 26% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



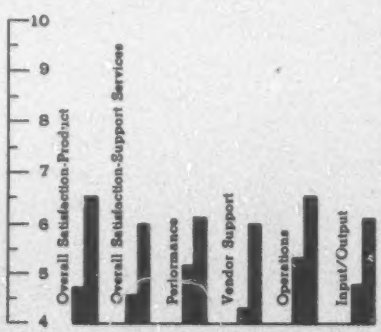
ACCOUNTS PAYABLE • Software International Corp., One Tech Drive, W. Andover, MA 01810 • 617-685-1400

64 responses • 8% judged package and 3% judged vendor outstanding • 2 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



ACCOUNTS RECEIVABLE • Software International Corp., One Tech Drive, W. Andover, MA 01810 • 617-685-1400

35 responses • 6% judged package and 6% judged vendor outstanding • 9 actively seeking to replace package, with 7 citing unsatisfactory performance as reason.



Ratings Values

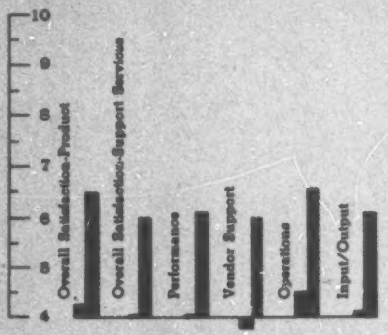
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

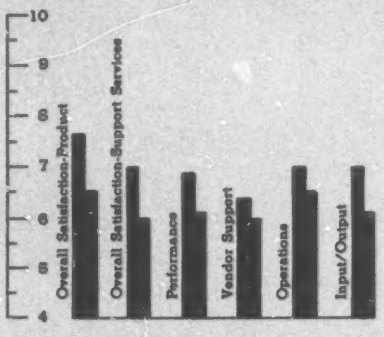
FIXED ASSET ACCOUNTING • Software International Corp., One Tech Drive, W. Andover, MA 01810 • 617-685-1400

48 responses • 2% judged package and 2% judged vendor outstanding • 10 actively seeking to replace package, with 9 citing unsatisfactory performance as reason.



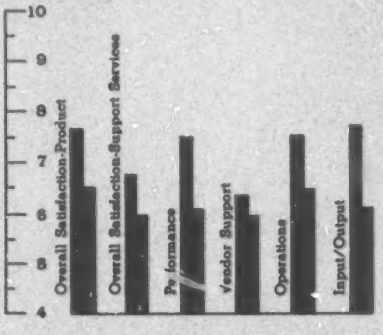
GENERAL LEDGER & FINANCIAL REPORTING • Software International Corp., One Tech Drive, W. Andover, MA 01810 • 617-685-1400

57 responses • 30% judged package and 16% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



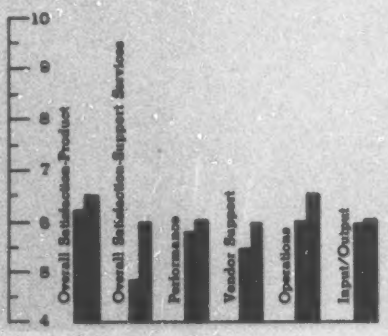
MANAGEMENT ACCOUNTING FOR CONSTRUCTION • Timberline Systems, Inc., 7180 Fir Loop, Portland, OR 97223 • 503-684-3660

43 responses • 40% judged package and 23% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



TOLAS • Transcomm Data Systems, Inc., 1380 Old Freeport Road, Pittsburgh, PA 15238 • 412-963-6770

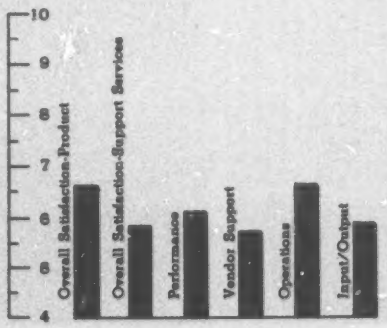
27 responses • 19% judged package and 7% judged vendor outstanding • 8 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



☐ PAYROLL/PERSONNEL

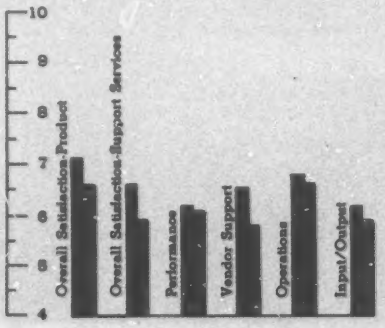
Group Average • 11 packages

489 responses • 13% judged package and 8% judged vendor outstanding • 68 actively seeking to replace package, with 20 citing unsatisfactory performance as reason.



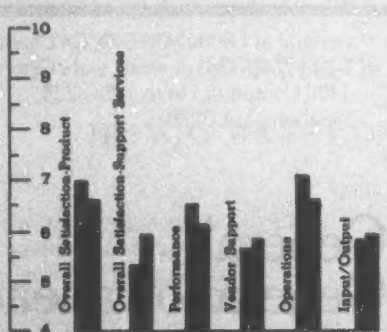
PAYROLL/PERSONNEL • Cyborg Systems, Inc., 2 N. Riverside Plaza, Suite 2160, Chicago, IL 60606 • 312-454-1865

69 responses • 22% judged package and 17% judged vendor outstanding • 5 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



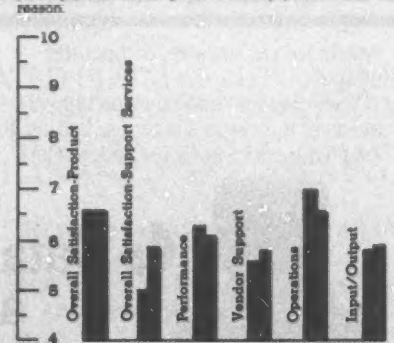
PAYROLL/ACCOUNTING • Genesys Software Systems, Inc., 20 Ballard Way, Lawrence, MA 01843 • 617-685-5400

47 responses • 19% judged package and 6% judged vendor outstanding • 12 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



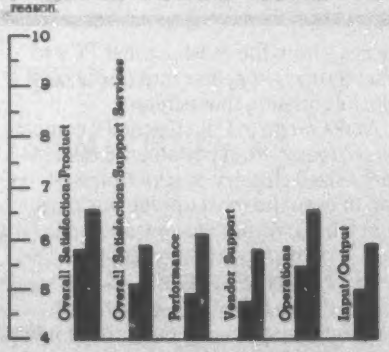
PERSONNEL MANAGEMENT • Genesys Software Systems, Inc., 20 Ballard Way, Lawrence, MA 01843 • 617-685-5400

32 responses • 16% judged package and 3% judged vendor outstanding • 6 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



PAYROLL ACCOUNTING • Information Associates, Inc., 3000 Ridge Road, East, Rochester, NY 14622 • 716-467-7740

26 responses • 8% judged package and 0% judged vendor outstanding • 6 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



Ratings Values

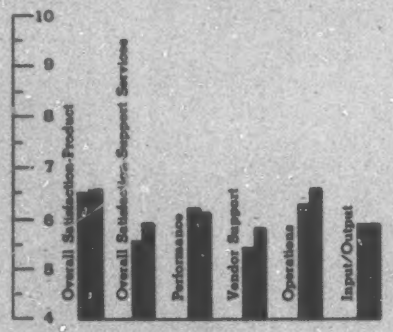
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

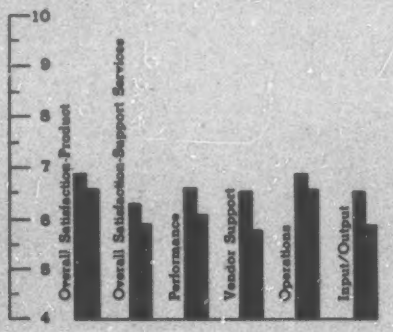
HUMAN RESOURCE SYETEM (HRS) • Information Science, Incorporated, 95 Chestnut Ridge Road, Montvale, NJ 07645 • 201-391-1600

39 responses • 3% judged package and 0% judged vendor outstanding • 5 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



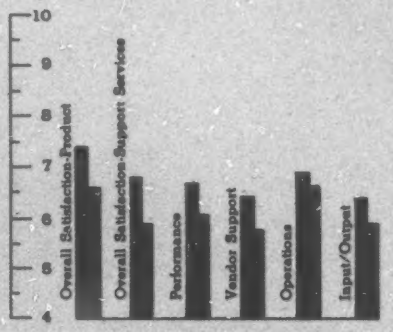
PAYROLL/PERSONNEL • Integral Systems, Inc., 165 Lennon Lane, Walnut Creek, CA 94598 • 415-939-3900

86 responses • 16% judged package and 11% judged vendor outstanding • 3 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



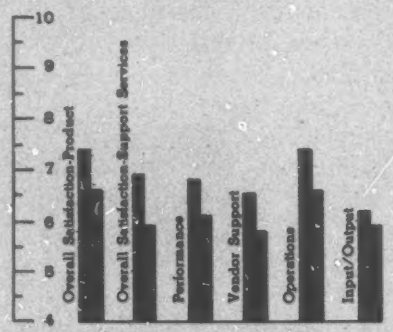
HUMAN RESOURCES SYSTEM • Management Science America (MSA), 3445 Peachtree Road, N.E., Atlanta, GA 30326 • 404-262-2376

41 responses • 20% judged package and 10% judged vendor outstanding • 0 actively seeking to replace package.



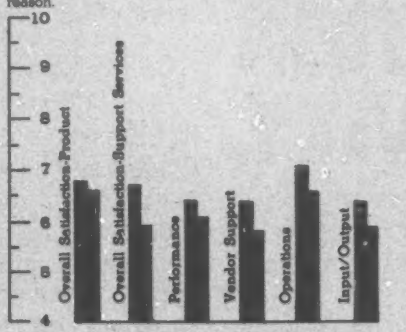
PAYROLL ACCOUNTING SYSTEM • Management Science America (MSA), 3445 Peachtree Road, N.E., Atlanta, GA 30326 • 404-262-2376

58 responses • 21% judged package and 14% judged vendor outstanding • 4 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



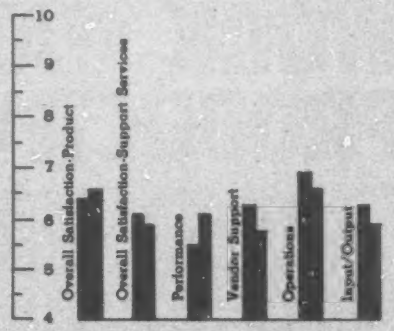
PERSONNEL MANAGEMENT & REPORTING SYSTEM • Management Science America (MSA), 3445 Peachtree Road, N.E., Atlanta, GA 30326 • 404-262-2376

83 responses • 11% judged package and 11% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



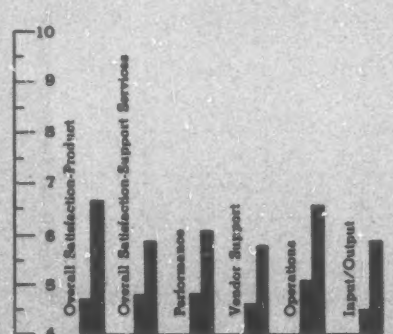
HUMAN RESOURCES PLUS • McCormack & Dodge, 1225 Worcester Road, Natick, MA 01760 • 617-651-1010

28 responses • 8% judged package and 12% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



PAYROLL/PERSONNEL • Software International Corp., One Tech Drive, W. Andover, MA 01810 • 617-685-1400

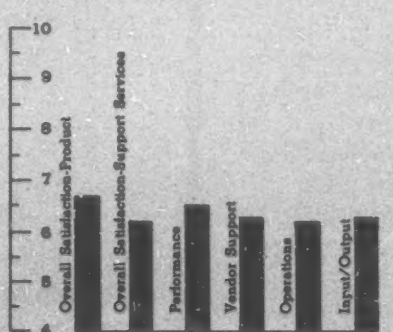
43 responses • 5% judged package and 2% judged vendor outstanding • 14 actively seeking to replace package, with 8 citing unsatisfactory performance as reason.



☐ **BUSINESS MANAGEMENT & FORECASTING**

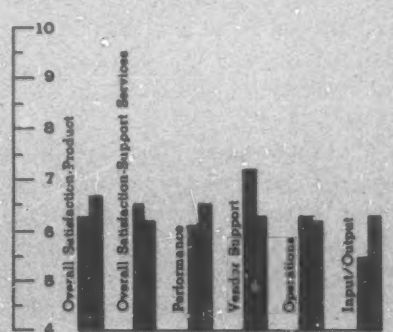
Group Average • 10 packages

413 responses • 16% judged package and 15% judged vendor outstanding • 78 actively seeking to replace package, with 17 citing unsatisfactory performance as reason.



PAC SYSTEM • AGS Management, 880 First Avenue, King of Prussia, PA 19406 • 215-265-1550

61 responses • 15% judged package and 23% judged vendor outstanding • 8 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



Ratings Values

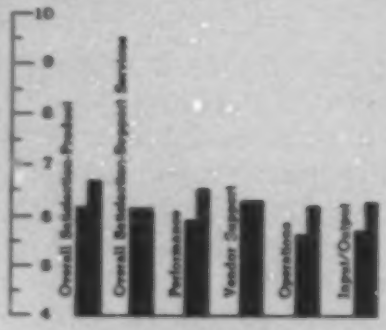
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

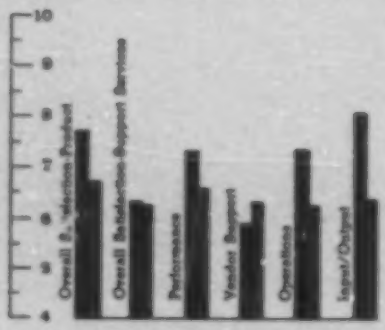
ADR/EMPIRE • Applied Data Research, Inc., Route 206 & Orchard Road, Suite CN-8, Princeton, NJ 08540 • 201-874-9000

39 responses • 13% judged package and 15% judged vendor outstanding • 10 actively seeking to replace package, with 5 citing unsatisfactory performance as reason.



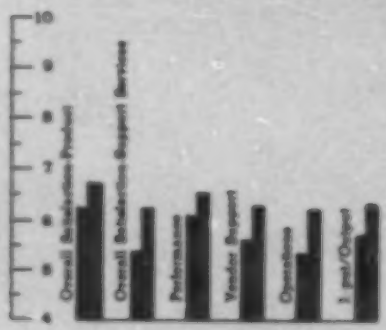
POWERHOUSE • Cognos Corp., 1801 Oakland Boulevard, Suite 100, Walnut Creek, CA 94596 • 415-943-7277

40 responses • 25% judged package and 10% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



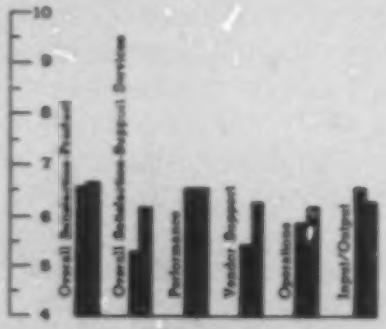
FORESIGHT • Compro Financial Systems, Inc., 2060 Peachtree Industrial Court, Suite 114, Atlanta, GA 30341 • 404-455-1943

46 responses • 10% judged package and 2% judged vendor outstanding • 18 actively seeking to replace package, with 4 citing unsatisfactory performance as reason.



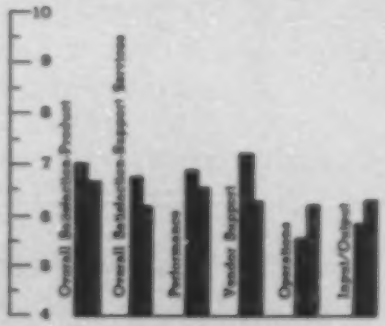
FCS-EPS • EPS Consultants, One Industrial Drive, Windham, NH 03087 • 603-898-1800

59 responses • 17% judged package and 5% judged vendor outstanding • 9 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



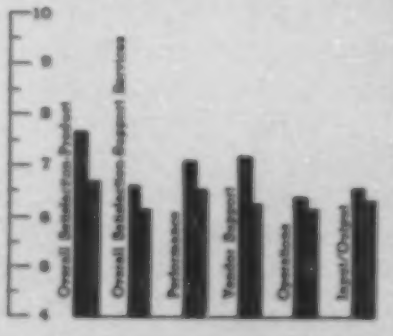
IFPS • Execucom Corp., P.O. Box 9758, Austin, TX 78766 • 512-346-4980

20 responses • 21% judged package and 17% judged vendor outstanding • 7 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



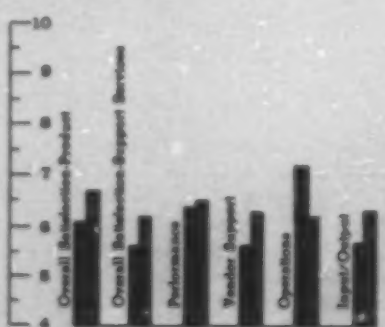
SPSS BATCH SYSTEM • SPSS, Inc., 444 N. Michigan Ave., Suite 3000, Chicago, IL 60611 • 312-329-2400

80 responses • 29% judged package and 20% judged vendor outstanding • 12 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



BUSINESS MANAGEMENT SYSTEM • Xerox Corp., 5310 Beethoven Street, Los Angeles, CA 90066 • 213-306-4000

36 responses • 11% judged package and 14% judged vendor outstanding • 18 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



OVERALL SUMMARY

Average—All Packages • 97 packages

3,472 responses • 13% judged package and 11% judged vendor outstanding • 521 actively seeking to replace package, with 104 citing unsatisfactory performance as reason.